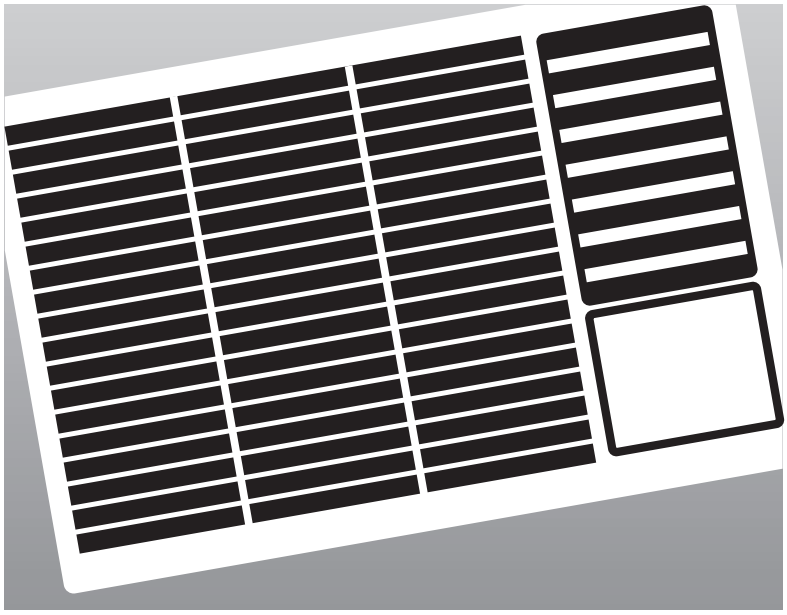
SAMSUNG

USER'S MANUAL

AZ09PH Series
AZ12PH Series

Window-type Room Air Conditioner
(Cooling and Heating)



ⒺⓇ DB98-22419A(5)

DB98-22419A-1.indd 23 2007-1-10 20:20:39

Safety Precautions

The following safety precautions must be taken when using your air conditioner.

WARNING

Risk of electric shock. • Can cause injury or death. • Disconnect all remote electric power supplies before servicing, installing or cleaning. • This must be done by the manufacturer or its service agent or a similar qualified person in order to avoid a hazard.

DURING OPERATION

- Users of this product are cautioned not to attempt repair of this product at their own discretion. Instead, they are requested to directly contact a designated service center or the outlet at which the product was purchased.
- Never spill any kind of liquid into the unit. Should this happen, unplug or main switch off the unit and contact an authorized service center.
- Do not insert anything between the air outlet blades because the inner fan may be damaged and could cause injury. Keep children away from the unit.
- Do not place any obstacles in front of the unit.
- Do not spray liquid of any kind into the indoor unit. Should this happen, switch off the breaker used for your air conditioner and contact your installation specialist.
- Make sure that the unit is correctly ventilated at all times:
  Do not place clothing or other materials over it.
- If the wireless remote control will not be used for a long time, remove the batteries. (If applicable)
- When using a wireless remote control, the distance should not be more than 7 meters from the air conditioner. (If applicable)
- The air conditioner must be plugged into its own specific power source, which must be installed in compliance with national wiring,earthing and safety regulations.
- If the power cord is damaged in any way, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.
- This device must be installed according to the national electrical rules.
- The appliance must be installation that the plug should be easily accessible after installation.
- If the fuse on PC board is broken please change it with the type of T 3.15A 250V.
- The breaker of the air conditioner should be all-pole switch; and the distance between its two contacts should be no less than 3.5mm. Such means for disconnection must be incorporation in the fixed wiring.

DISPOSING OF THE UNIT

- Before throwing out the device, it is necessary to pull back the battery cells and get rid of them safely for recycling reasons.
- When you need to dispose of the unit, consult your dealer. If pipes are removed incorrectly, refrigerant may blow out and come into contact with your skin,causing injury. Releasing refrigerant into the atmosphere also damages the environments.
- Please recycle or dispose of the packaging material for this product in an environmentally responsible manner.

OTHERS

- Never store or ship the air conditioner upside down or sideways to avoid damage to the compressor.
- The appliance is not intended for use by young children or infirm persons without supervision: Young children should be supervised to ensure that they do not play with the appliance.
- Max current is measured according to IEC standard for safety and current is measured according to ISO standard for energy efficiency.

DB98-22419A-1.indd 2 2007-1-10 20:20:15

Contents

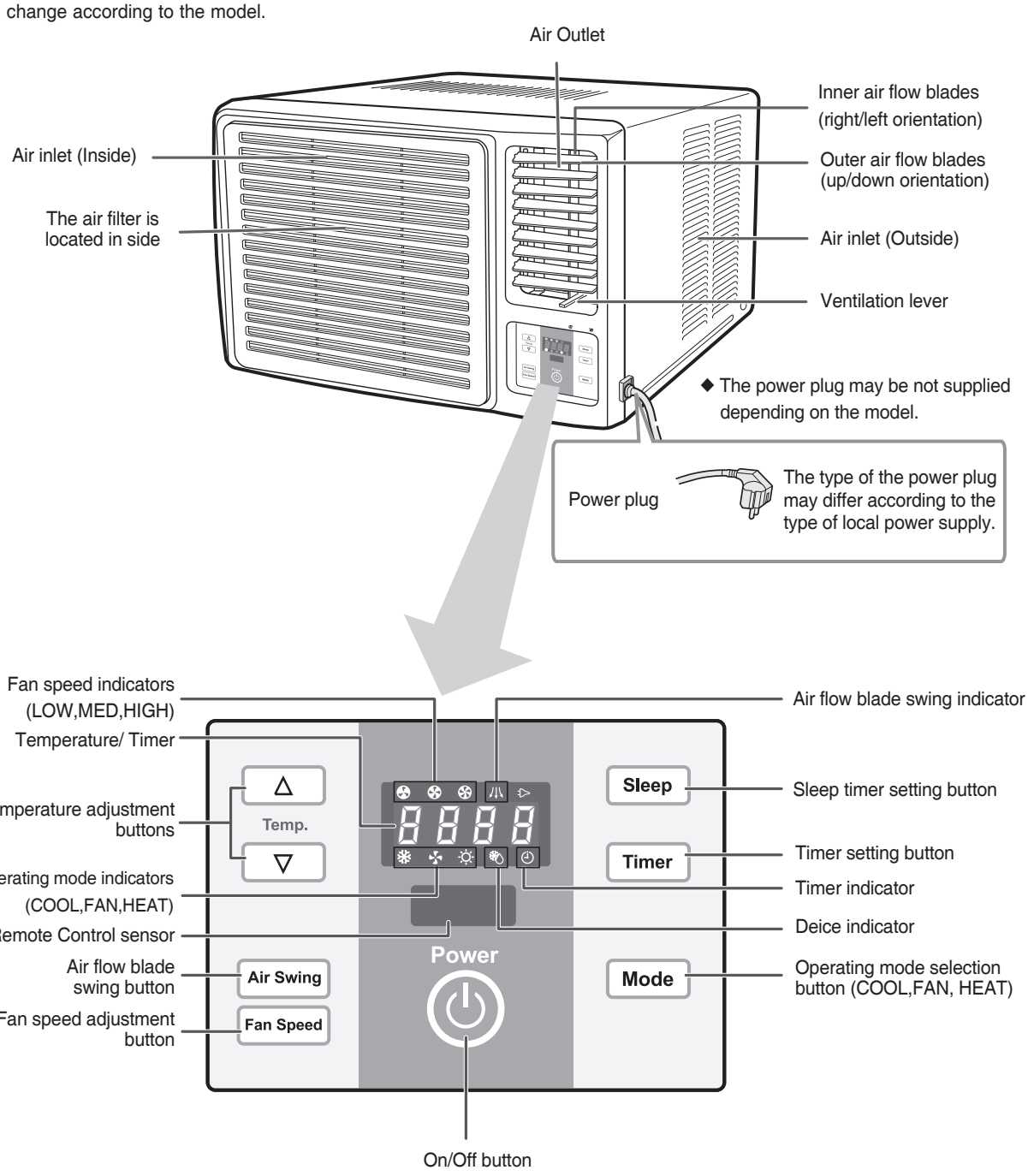
- PREPARING YOUR AIR CONDITIONER
  - Safety Precautions 2
  - Air Conditioning Unit-Main Parts, Buttons and Display 4
  - Remote Control-Buttons 5
  - Getting Started 6
  - Inserting the Remote Control Batteries 7
- OPERATING YOUR AIR CONDITIONER
  - Cooling Your Room 8
  - Heating Your Room 9
  - Airing Your Room 10
  - Adjusting the Air Flow Direction Horizontally 11
  - Adjusting the Air Flow Direction Vertically 11
- PROGRAMMING YOUR AIR CONDITIONER
  - Setting the On Timer 12
  - Setting the Off Timer 13
  - Setting the Sleep Timer 14
- RECOMMENDATIONS FOR USE
  - Operating Recommendation 15
  - Temperature and Humidity Ranges 16
  - Cleaning Your Air Conditioner 17
  - Solving Common Problems 18
- METHOD OF INSTALLATION 19
- INSTALLATION AND MAINTENANCE 21

CAUTION

"The high inrush current of the starting compressor motor can have adverse effects to the operation of other equipment under unfavorable mains conditions. This equipment does not comply with the relevant technical standards for the limitation of voltage fluctuations and flicker."
Before connection this equipment to the power supply system, please report to your suply authority and obtain the consent.
Do not connect other electric appliances to the same supply lines.

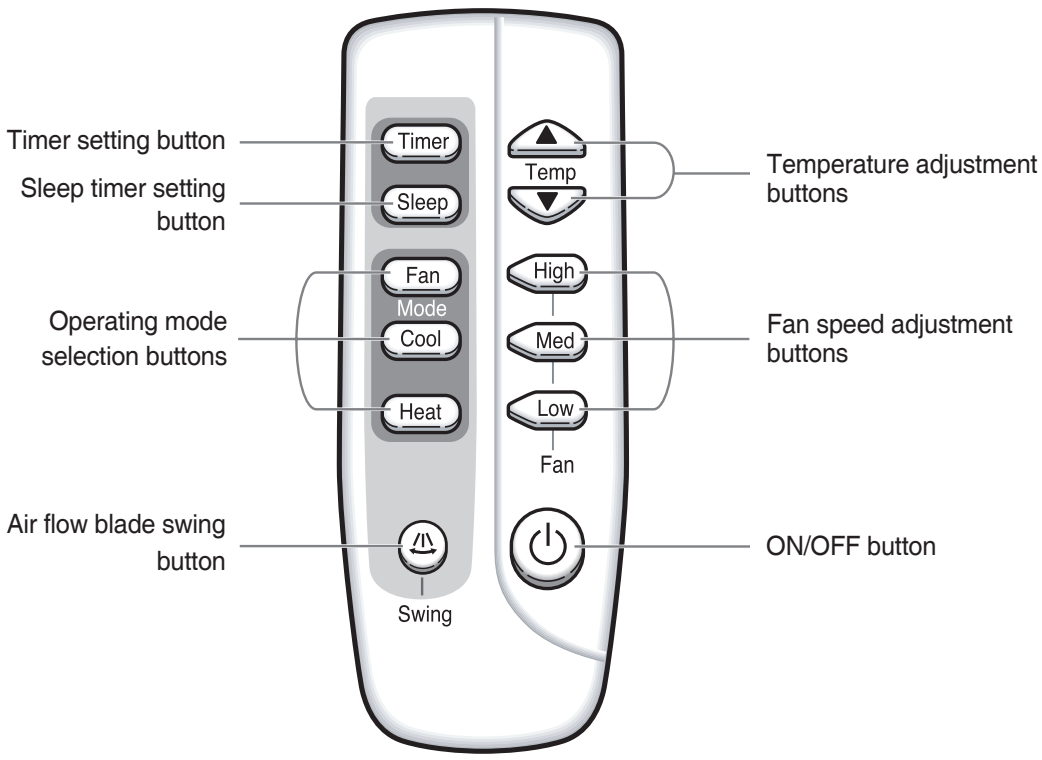
Air Conditioning Unit - Main Parts, Buttons and Display

The design and shape are subject to change according to the model.



DB98-22419A-1.indd 4 2007-1-10 20:20:16

Remote Control - Buttons



DB98-22419A-1.indd 5 2007-1-10 20:20:17

Getting Started

You have just purchased a window-type room air conditioner and it has been installed by your installation specialist.

Your Owenr's Instructions contain valuable information on using your air conditioner.
Please take the time to read them as they will help you take full advantage of the unit's functions.

This Owner's Instructions is just for using your air conditioner correctly.
Thus, the illustrations shown in this manual may not exactly match your air conditioners.

The booklet is organized as follows.

- ***The following figures are shown on pages 4 and 5:***
  - ***Air conditioning unit (main parts, buttons and display)***
  - ***Remote control (buttons)***

  They will help you find the buttons and understand the symbols displayed.
- ***In the manual, you will find a series of step-by-step procedures for each function available.***

The illustrations in the step-by-step procedures use four different symbols:

PRESS	**PUSH**	**IMPORTANT**	**NOTE**

Moreover,applicable, wherever the illustrations show the positions of the buttons on both the remote control and the unit itself.

For the...	The illustrations have a...
Remote control	Gray background. Example:
Unit itself	White background. Example:

DB98-22419A-1.indd 6 2007-1-10 20:20:18

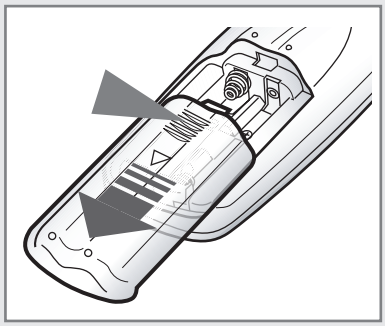
Inserting the Remote Control Batteries

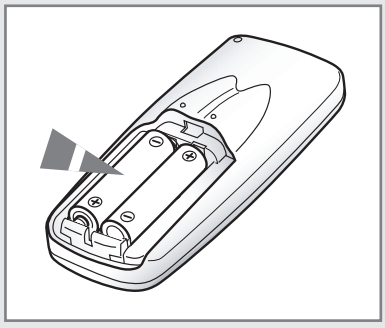
You must insert or replace the remote control batteries when:

- ***You purchase the air conditioner***
- ***The remote control does not work correctly***

Use two AAA, LR03 1.5V batteries. Do not use old batteries or different kinds of batteries together.

Batteries may be completely discharged after 12 months, even if they have not actually been used.





1 Push the battery cover on the rear of the remote control with your thumb in the direction of the arrow and remove it.

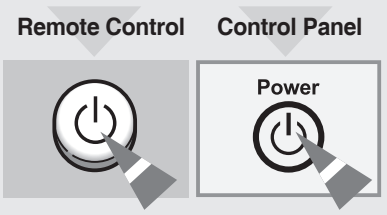
2 Insert the two batteries,taking care to respect the polarities:
- + on the battery with + on the remote control
- - on the battery with - on the remote control

3 Close the cover by sliding it back unitl it clicks into place.

Result: You can control all the functions your air conditioning unit directly from your seat, using the remote control.

DB98-22419A-1.indd 7 2007-1-10 20:20:19

Cooling Your Room



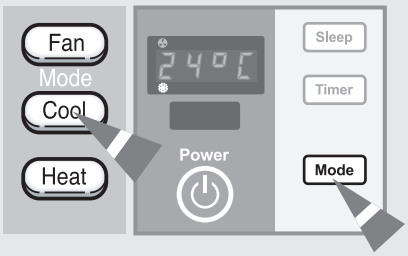
You must select the Cool mode if you wish to lower the temperature in your room.You can also set the fan speed.

1 If necessary, press the ⏻ (On/Off) button.

Result:
- The operating mode indicator (COOL,FAN or HEAT) on the unit comes on.
- The air conditioner starts up in the mode selected when the unit was last used.
- The unit beeps twice.

☛ The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- Plugged in
- Stopped

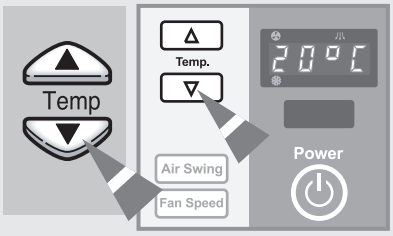
It will start up aotomatically after about three minutes.



2 If the COOL indicator is not lit up on the unit:
- Press the Cool button on the remote control
  or
- Press the MODE button on the unit one or more times until the COOL indicator lights up

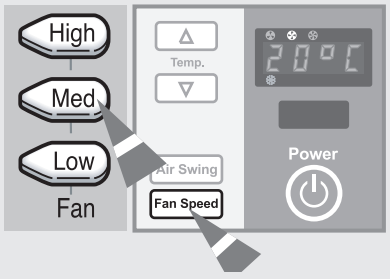
Result:
- The unit beeps each time you press MODE.
- The air conditioner starts up in Cool mode.

➢ You can change modes at any time.



3 To adjust the temperature, press the ▲ or ▼ button on the remote control one or more times until the required temperature is displayed.
To adjust the temperature, press the △ or ▽ button on the unit one or more times until the required temperature is displayed.
Possible temperatures are between 18°C and 30°C inclusive.

Result:
- Each time you press the temperaure buttons.
  - The temperature is adjusted by 1°C and displayed on the control panel
  - The unit beeps
- The air conditioner starts cooling if the room temperature is higher than the selected temperature.



4

To set the fan speed to...	Then...
High	◆ Press the High button on the remote control. or ◆ Press the Fan Speed on the unit until the ❁ indicator lights up
Med	◆ Press the Med button on the remote control. or ◆ Press the Fan Speed on the unit until the ✿ indicator lights up
Low	◆ Press the Low button on the remote control. or ◆ Press the Fan Speed on the unit until the ✾ indicator lights up

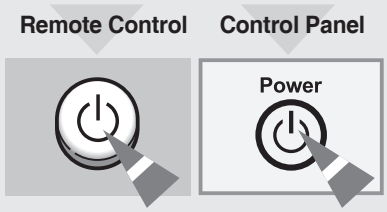
Result: Each time you press a button, the unit beeps.

5 To control the direction of the air flow, refer to page 11.

DB98-22419A-1.indd 8 2007-1-10 20:20:23

Heating Your Room

You must select the Heat mode if you wish to heat your room to a specific temperature. You can also set the fan speed.



1 If necessary, press the ⏻ (On/Off) button.

Result:
- The operating mode indicator (COOL,FAN or HEAT) on the unit comes on.
- The air conditioner starts up in the mode selected when the unit was last used.
- The unit beeps twice.

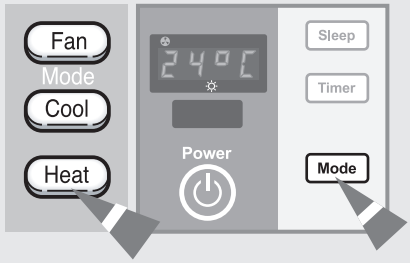
☛ The air conditioner is fitted with a protection mechanism to prevent the unit from being damaged when it is started immediately after being:
- Plugged in
- Stopped

It will start up aotomatically after about three minutes.

2 If the HEAT indicator is not lit up on the unit:
- Press the Heat button on the remote control
  or
- Press the MODE button on the unit one or more times until the HEAT indicator lights up

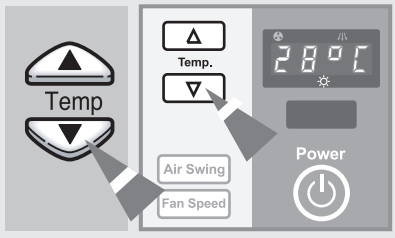
Result:
- The unit beeps each time you press MODE.
- The air conditioner starts up in Heat mode.

➢ You can change modes at any time.



3 To adjust the temperature, press the ▲ or ▼ button on the remote control one or more times until the required temperature is displayed.
To adjust the temperature, press the △ or ▽ button on the unit one or more times until the required temperature is displayed.
Possible temperatures are between 18°C and 30°C inclusive.

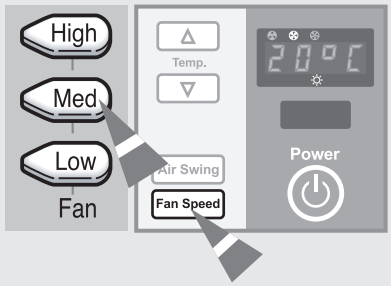
Result:
- Each time you press the temperaure buttons.
  - The temperature is adjusted by 1°C and displayed on the control panel
  - The unit beeps
- The air conditioner starts cooling if the room temperature is higher than the selected temperature.



4

To set the fan speed to...	Then...
High	◆ Press the High button on the remote control. or ◆ Press the Fan Speed on the unit until the ❁ indicator lights up
Med	◆ Press the Med button on the remote control. or ◆ Press the Fan Speed on the unit until the ❁ indicator lights up
Low	◆ Press the Low button on the remote control. or ◆ Press the Fan Speed on the unit until the ❁ indicator lights up

Result: Each time you press a button, the unit beeps.

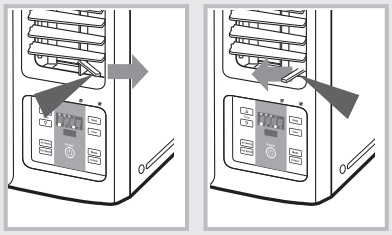


5 To control the direction of the air flow, refer to page 11.

DB98-22419A-1.indd 9 2007-1-10 20:20:25

Airing Your Room

If the atmosphere in your room is stale, you can air it using the Fan feature and if necessary, evacuate the stale air outside.

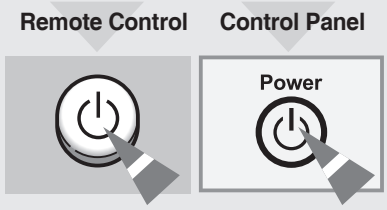


1 If you wish to evacuate stale air outside, push the ventilation lever on the front of the unit to the right and the open position ( ).

Result: The air inside the room circulates and stale air is evacuated outside.

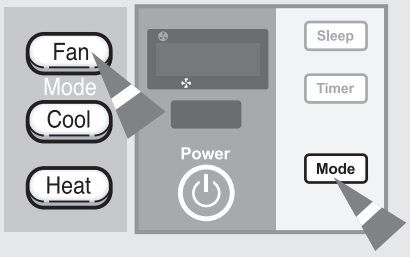
Otherwise, push the ventilation lever to the left and the closed position ( ).

Result: The air simply circulates inside the room.



2 If necessary, press the (On/Off) button.

Result:
- The operating mode indicator (COOL,FAN or HEAT) on the unit comes on.
- The air conditioner starts up in the mode selected when the unit was last used.
- The unit beeps twice.

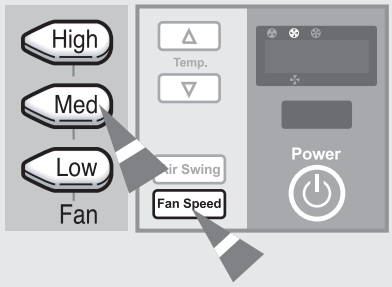


3 If the FAN indicator is not lit up on the unit:
- Press the Fan button on the remote control

or
- Press the MODE button on the unit one or more times until the FAN indicator lights up

Result:
- The unit beeps each time you press MODE.
- The air conditioner starts up in Fan mode.

➢
- You can change modes at any time.
- When the air conditioner is in Fan mode, the temperature is not displayed; in this case, you do not need to set the temperature.



4

To set the fan speed to...	Then...
High	◆ Press the High button on the remote control. or ◆ Press the Fan Speed on the unit until the indicator lights up
Med	◆ Press the Med button on the remote control. or ◆ Press the Fan Speed on the unit until the indicator lights up
Low	◆ Press the Low button on the remote control. or ◆ Press the Fan Speed on the unit until the indicator lights up

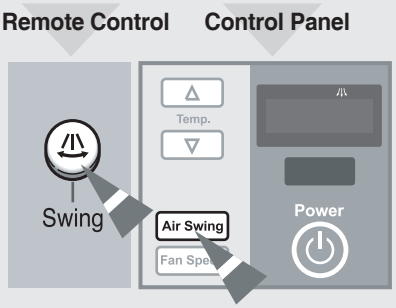
Result: Each time you press a button, the unit beeps.

5 To control the direction of the air flow, refer to page 11.

DB98-22419A-1.indd 10 2007-1-10 20:20:27

Adjusting the Air Flow Direction Horizontally

Depending on the position of the unit in your room, you can adjust the orientation of the inner air flow blades on the right-hand side of the unit, thus increasing the efficiency of the air conditioner.



1 Press the (or Air Swing on the unit) button on the remote control.

Result: The inner blades swing automatically left and right.

➢ The blades may stop swinging momentarily when the Deice function is activated (see page 15 for further details on this function.)They will start swinging again automatically as soon as the Deice function stops.

2 To stop the blades moving left and right, press the (or Air Swing on the unit) button on the remote control.

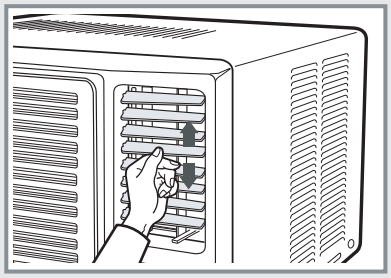
➢ To stop the blades in a specific position and orient the air flow in the corresponding direction, simply press the (or Air Swing on the unit) button on the remote control when the blades are in the desired position.

Adjusting the Air Flow Direction Vertically

Again depending on the position of the unit in your room, you can adjust the orientation of the outer air flow blades on the right-hand side of the unit.

RECOMMENDATION

When...	Adjust the blades to face...
Cooling	Upwards.
Heating	Downwards



Adjust the air flow blades to the desired position, by pushing them upwards or downwards.

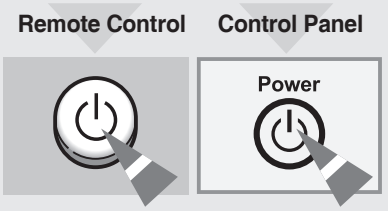
➢ If you orient the air flow blades downwards and the unit operates in Cool mode for a long period of time, dew may:

- From on the surface of the blades
- Drip from the blades

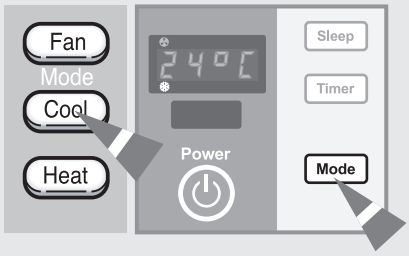
DB98-22419A-1.indd 11 2007-1-10 20:20:28

Setting the On Timer

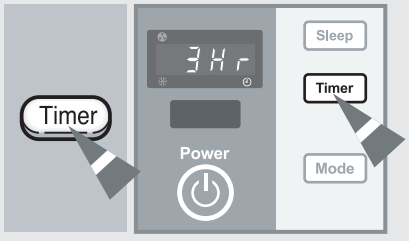
The On Timer enables you to switch on the air conditioner automatically after a given period time.You can set the period of time from 1 hour to 24 hours.
You can set the period of time from 1 hour to 24 hours.
You can select the On Timer only when the air conditioner is off.



1 Check that the air conditioner has been switched off; if necessary, press the ⏻ (On/Off) button.



2 Set the required mode by pressing the appropriate button:
- Cool , Heat or Fan on the remote control.
- Mode button on the unit (press it one or more times until the appropriate operating mode indicator lights up)



3 Set the operating time by pressing:
- Timer on the remote control.

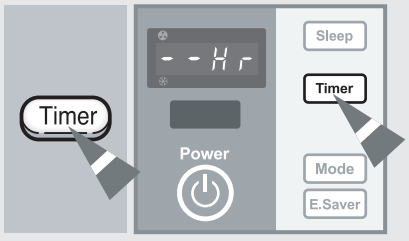
or
- Timer on the unit one or more times.

Possible time is between 1 hour and 24 hours inclusive.

Result:
- The remaining time is displayed and decreased by 1 hour automatically to indicate the remaining time.
- The air conditioner switches on automatically when the operating time reaches zero.

➢ You can change the setting mode, fan speed, and air flow direction after setting the On timer.

To Cancel the On Timer



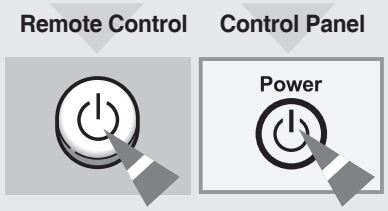
To cancel the On Timer, press:
- Timer on the remote control or unit one or more times until " " is displayed.

or
- ⏻ on the remote control or unit (The air conditioner operates in the mode selected when the unit was last used.)

DB98-22419A-1.indd 12 2007-1-10 20:20:30

Setting the Off Timer

The Off Timer enables you to switch off the air conditioner automatically after a given period of time.
You can set the period of time from 1 hour to 24 hours.
You can select the Off Timer only when the air conditioner is on.



1 Check that the air conditioner has been switched on; if necessary, press the ⏻ (On/Off) button.

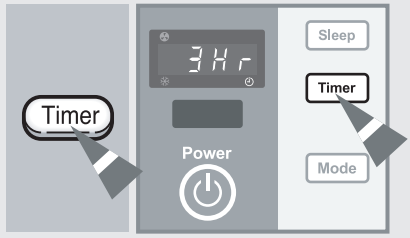
2 Set the operating time by pressing:
- Timer on the remote control.

or
- Timer on the unit one or more times.

Possible times are between 1 hour and 24 hours inclusive.

Result:
- The remaining time is displayed and decreased by 1 hour automatically to indicate the remaining time.
- The air conditioner switches off automatically when the operating time reaches zero.

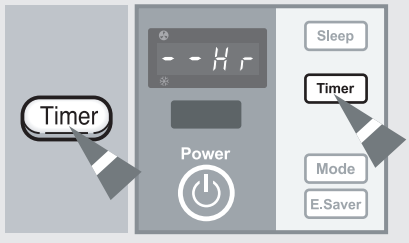
➢ You can change the fan speed and air flow direction and others after setting the Off Timer.



To Cancel the Off Timer

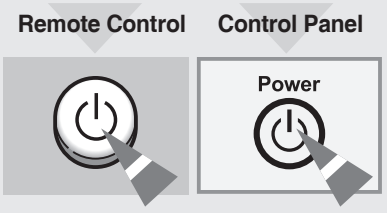
To cancel the Off Timer, press:
- Timer on the remote control or unit one or more times until " - - Hr " is displayed.

or
- ⏻ on the remote control or unit (The air conditioner operates in the mode selected when the unit was last used.)



DB98-22419A-1.indd 13 2007-1-10 20:20:31

Setting the Sleep Timer



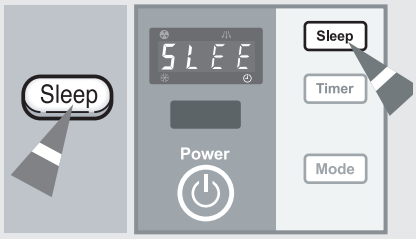
The Sleep Timer can be used when you are cooling or heating your room to switch the air conditioner off automatically after a period of 8 hours.

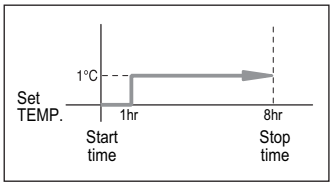
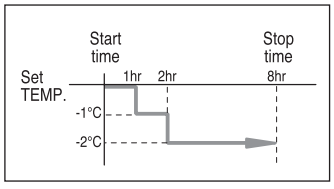
➢ If you wish to switch the unit off at a specific time, refer to page 13.

1 Make sure that you have selected either COOL or HEAT mode.

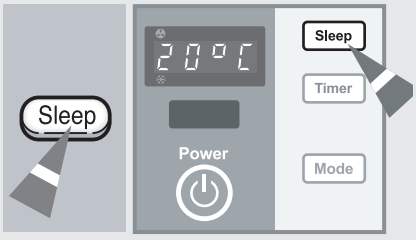
2 Press the Sleep button on the remote control
or
Press the Sleep button on the unit until the SLEEP indicator lights up.

Result:
- Each time you press a butoon, the unit beeps.
- The "SLEEP" passes through the control panel for about 15 seconds and the" 8hr "will be dispalyed.
- The remaining time is displayed and decreased by 1 hour automatically to indicate the remaining time.
- The air conditioner will be controlled as illustration below.



Cooling	When the temperature has been increased by 1°C(after 1 hour), it is maintained for 7 hours.	
Heating	The temperature is decreased by 1°C after 1 hour. When it has been decreased by 2°C (after 2 hour),the temperature is maintained for 6 hours.	

To Cancel the Sleep Timer



To cancel the timer, press:
- Sleep on the remote control.
  or
- Sleep on the unit.

Result:
- The unit beeps.
- The SLEEP indicator is no longer displyed.
- The air conditioner operates in the mode selected last.

DB98-22419A-1.indd 14 2007-1-10 20:20:33

Operating Recommendations

Here air a few recommendations that you should follow when using your air conditioner.

Topic	Recommendation
Common	Airconditioner should be used only in the single closed room. Effective airconditioner operation can be guarantee if all windows and doors in the room are closed.
Heating performances	The heat pump inside the air conditioner absorbs heat from outside air and brings it indoors. If the temperature of the outside air drops,the air conditioner will heat less. If you find that the room is not warm enough,use an additional heating appliance.
Warm air circulation	The air conditioner circulates warm air to heat your room;as a result, some time will be required after starting the air conditioner to warm the entire room. If necessarty,set the air conditioner going a short time before you wish to use the room.
Frost	When outside temperatures are low and humidity is high, frost may form in the unit's condensor when heating with your air conditioner. If this happens: ◆ The unit stops heating ◆ The air flow blades stop swinging ◆ The Deice mode is triggered automatically for about five minutes ◆ The DEICE indicator on the unit lights up red No intervention is required from you;after about five minutes,the air conditioner starts operating again normally.
High indoor and outdoor temperatures	If both the indoor and outdoor temperature are high and you select the Heat mode ,the fan and compressor in the unit may stop at times. This is normal;simply wait until the air conditioner switches on again.

DB98-22419A-1.indd 15 2007-2-14 15:11:12

Temperature and Humidity Ranges

The following table indicates the temperature and humidity ranges within which the air conditioner can be used .

Mode	IndoorTemperature	OutdoorTemperature	Indoor Humidity
Cooling	21°C to 32°C approx.	21°C to 43°C approx.	80% or less
Heating	28°C or less	0°C to 21°C approx.	-

If the air conditioner is used at...	Then...
Higher temperatures	The automatic protection feature may be triggered and the air conditioner stopped.
Lower temperatures	A water leakage or some other malfunction may happen if the heat exchanger freezes.
Higher humidity levels	Water way condense on and drip from the surface of the unit if it is used for long periods.

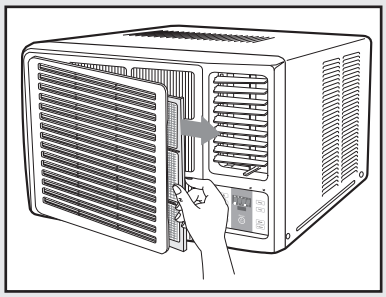
DB98-22419A-1.indd 16 2007-1-10 20:20:34

Cleaning Your Air Conditioner

Be sure to clean the air filter periodically to maintain the air conditioner in the best condition for a long period of time.

IMPORTANT When cleaning the air conditioner, turn it off and pull out the power plug.

1 Hold the front grille handle, slightly pull it to the left side and open the front grille.



➢ The removal of the front grille makes it easier to clean the air conditioner. Open the grille as much as possible.

CAUTION

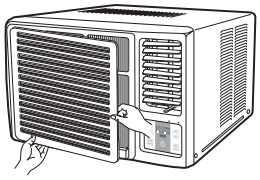
Removal and Reassembly of the Front Grille

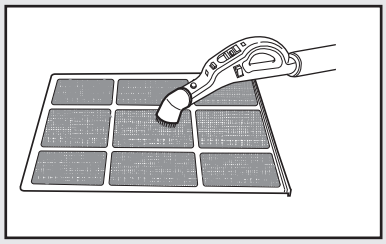
For user's safety, a safety clip has been installed in the front grille.

1 Grasp the lower part of the front grille and the front grille handle, then open the grille. (The open angle of front grille has not to be exceeded 25 degree)

2 Lift the front grille slightly and remove it from the front panel.

3 Reassembling of front grille should be done in reverse order of disassembly.



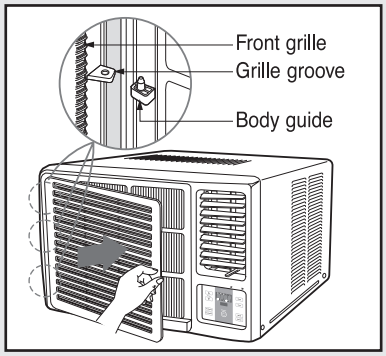


2 Pull the air filter to the right side.

3 Remove all dust on the air filter with a vacuum cleaner or brush.

4 When you have finished, insert the air filter back into its original position.

5 Wipe the surface of the unit with a neutral detergent and then wipe it again with dry cloth.
(Be sure not to use benzene, solvent or other chemical products.)



The air conditioner has two or three grille grooves depending on the model.

➢

If you...	Then...
Will not be using the air conditioner for a long period of time	◆ Set the fan going for a few hours to dry the inside of the air conditioner thoroughly. ◆ Switch the air conditioner off and unplug it from the wall socket. ◆ Clean the filter and outer surfaces.
Have not used the air conditioner for a long period of time	Set the fan going for a few hours to dry the inside of the air conditioner thoroughly.

DB98-22419A-1.indd 17 2007-1-10 20:20:35

Solving Common Problems

Before contacting the after-sales service,perform the following simple checks.
They may save you the time and expense of an unnecessary service call.

Problem	Explanation/Solution
The air conditioner does not operate at all triggered.	◆ Check that the circuit breaker used for the air conditioner has not been triggered. ◆ Check that the power cable is plugged into a wall socket and the socket is switched on, if necessary. ◆ Check that the operating mode indicator (COOL, FAN or HEAT) on the unit is lit up; if necessary press ⏻ (On/Off) on the remote control or unit.
The air conditioner does not operate with the remote control	◆ Check that there are no obstacles between you and the unit. ◆ Replace the remote control batteries if necessary. ◆ Check that you are close enough to the unit (seven metres / yards or less).
No beep is heard when you press ⏻ (On/Off) on the remote control	◆ Check that you are pointing the remote control at the remote control sensor on the unit. ◆ Replace the remote control batteries if necessary.
The air conditioner does not cool or heat.	◆ Check that the correct operating mode has been selected COOL or HEAT. ◆ The room temperature may be too low or too high. ◆ Dust may be blocking the air filter; refer to page 17 for cleaning instructions. ◆ Check that there is no obstacle blocking the air flow into or out of the unit.
When heating, the required room temperature is never reached and the air conditioner frequently stops	◆ Check that the required temperature has been set correctly. ◆ Increase the fan speed. ◆ If the air flow is directed downwards,direct it upwards.
The air flow direction does not change when you press AIR SWING	◆ Check that the air conditioner has been switched on;if necessary,press ⏻ (On/Off) on the remote control or unit.
The timer is not correctly triggered	◆ Check that the timer has been programmed correctly; see page 12~14.
Odours are permeated in the room during air conditioning	◆ Air the room.

DB98-22419A-1.indd 18 2007-1-10 20:20:36

Method Of Installation

Before installation, be sure to check the installation area or the air conditioner, and drain hose.

Checkpoints prior to installation

1 Check the cabinet and front grille of the unit for any harmful defects such as scratches.

2 Be sure to check the power supply.
- Refer to the specifications on the label attached to the unit.

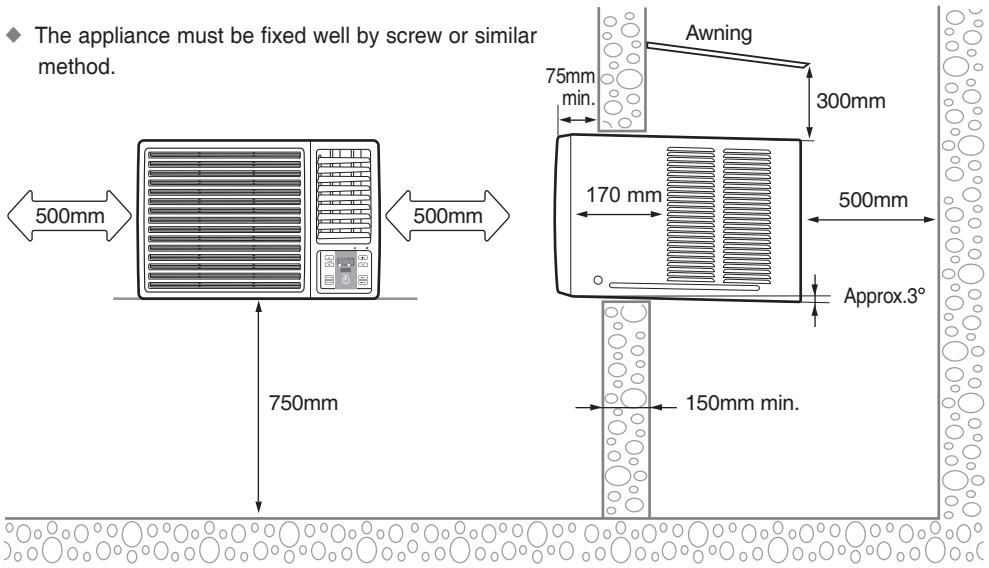
Installation Conditions

1 As the unit is heavy, the wall or window of the installation area should have sufficient strength and durability for operation of the air conditioner, and for prevention of any vibration or noise.
If it is weak, reinforcement work should be performed separately.

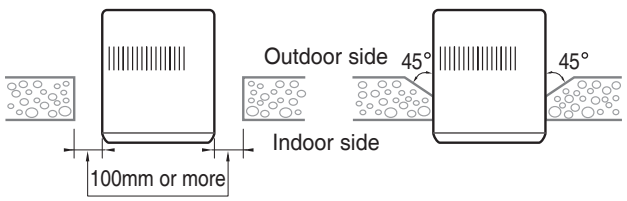
2 It is advisable to install the air conditioner in the north or west side to prevent the effect of direct sunlight.
When installing it in the south or east side due to unavoidable circumstances, it is advisable to install the sunshade to prevent the direct sunlight.
In this case, take care not to cause any hindrance to the flow of outside air.

3 When installing the air conditioner, be sure to obtain sufficient space on the rear side of the unit for smooth flow of air.
When operating the air conditioner in closed areas such as inner building with cooling operation, and result in trouble with the unit.
See the illustration below.

◆ The appliance must be fixed well by screw or similar method.

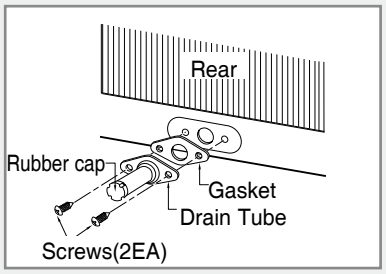


➢ ◆ If the wall is greater than 150mm thick, cut the wall back on a 45 angle if possible.



DB98-22419A-1.indd 19 2007-1-10 20:20:37

Method Of Installation (cont.)



In some region, drain tube and drain pan may not be supplied. Plesae contact the sales agent.

Installation of the Drain Tube

Fix the drain tube as shown in the figure.

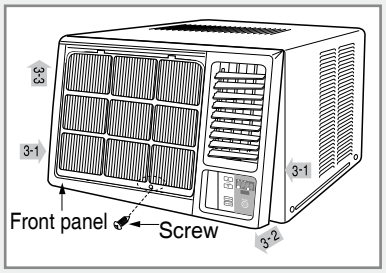
Installation of the Drain Pan

The procedure for installing the drain pan should be determined by the condition of the installing area.

◆ **In the case of an area where the drain pan can not be directly installed on the rear side of the unit after installing the air conditioner.**

Example: High storage

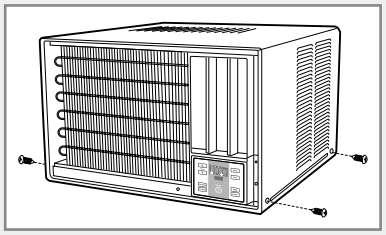
1 Open the front grille; refer to page 17.



2 Remove the screw located at the lower section of the front grille. It is secured in the ( ) section depending on the model.

3 Remove the front panel.
- 3-1 Press both sides of the cabinet in the directionof the arrow as shown in the figure.
- 3-2 Pull the lower part of the front panel slightly forward. (below three inches)
- 3-3 Lift the front panel upward.

☛ Applying excessive force to remove the front panel may cause damage to the tab; be sure not to use excessive force.

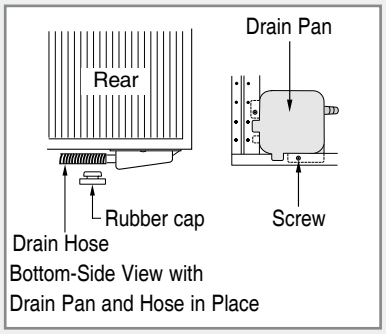


4 Remove two screws on the lower, right and left sides of the unit.

5 Remove the chassis from the cabinet.

6 Remove the rubber cap inserted into the basepan.

7 Fix the drain pan as shown in the figure, and then connect the drain hose. (You can use any commercially-available drain hose.)



8 Install the cabinet at the specified area after installing the drain pan, and then re-assemble it in the original condition.

➢ Secure the front panel to the case by replacing the screw removed in step 2. If a screw not removed in setp 2, secure the panel with a supplied screw.

◆ **In the case of an area where the drain pan can be directly installed on the rear side of the unit after installing the air conditioner.**

1 Follow steps 6 and 7 only

DB98-22419A-1.indd 20 2006-10-10 9:35:25

Installation and maintenance

Air conditioners are technically complex products that require regular maintenance.
Failure to heed to these requirements and Operation Recommendations could result in reduction of product life span as well as breakdowns of expensive parts.

INSTALLATION*

It is recommended to perform installation works by organizations with certified state licenses and Samsung certificate. Contacts for certified organizations you can receive in "Samsung Contact Center" by phones, mentioned in Warranty card ***8-800-200-0-400.*** There should be a stamp of Installation Company in warranty card after installation.

► when choosing installation site, please remember that unit should be easy accessible for service. Service will not be available for the outdoor unit where our servicemen can not access and the cost of moving the outdoor unit to the service area will be borne by the customer.

MAINTENANCE*

Service works means elimination of defects, caused by Manufacturer. Service works are performed by authorized Samsung service centers; you can find contacts at "Customer Contact Center" by phones, mentioned in warranty card ***8-800-200-0-400.***

Preventive maintenance means periodically carried out cleaning, testing, tuning of Aircon, that necessary for its normal work. It is recommended to execute Preventive maintenance by organization with certified state licenses and Samsung certificate. You can find contacts at "Customer Contact Center" by phones, mentioned in warranty card ***8-800-200-0-400***.

Recommendations for Preventive maintenance:

► At least once a year engage a certified specialist to carry out maintenance works, preferably during dry and warm periods.
Maintenance works shall include:
- Cleaning heat exchanger of indoor and outdoor unit
- Cleaning drainage system
- Checking the pressure level (refrigerant quantity)
- Checking the operation modes of the system
- Top-up of refrigerant, if necessary (usually once per 2 years)

► Also, please refer to page "Cleaning your Air conditioner".

*** Manufacturer provides warranty and free of charge service during 12 months, if installation or service works was performed by organization, not being certified Samsung Installer or Service Center.**

Every installation and preventive maintenance works shall be paid for by the air conditioner owner, since the product warranty does not cover any of these works.
Aforementioned expenses on proper installation and maintenance works will be compensated by the long and reliable air conditioner operations.

Contact SAMSUNG WORLD WIDE

If you have any comments or questions regarding a Samsung products, contact the SAMSUNG customer care center.

Country	Contact Center ☎	Web Site
RUSSIA	8-800-555-55-55	www.samsung.com
KAZAKHSTAN	8-10-800-500-55-500	www.samsung.kz
UZBEKISTAN	8-10-800-500-55-500	www.samsung.uz
KYRGYZSTAN	00-800-500-55-500	
TADJIKISTAN	8-10-800-500-55-500	
UKRAINE	8-800-502-0000	www.samsung.com
LITHUANIA	8-800-77777	www.samsung.lt
LATVIA	800-7267	www.samsung.com/lv
ESTONIA	800-7267	www.samsung.ee